

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. The landline telephone service companies are regulated, why should the cell phone industry be exempt? Are they 'above' the law? I have had contracts with 3 cell phone companies of which Sprint was the biggest liar of the 3. When you are working hard to pay your bills, and they quickly half explain their service contract and leave out the other half (which happens to be in pig latin in minute small fine print detail) people become doops in this 'bait and switch' plan. They operate on a system that old con artists became extremely successful at. It is disgusting and I could go on forever about their tomfoolery games that they have played on me and many others that I have spoken to. 1.You tell them you want a feature or option, they say you will have it, then later on when you need it they say you didn't ask for it, but alas, you end up paying for it! 2.They tell you that roaming is included, you later find out that it isn't, or just conveniently where you happened to use or needed it. 3.They tell you that your minutes are such a amount, suprise! you went over your minutes (again!) when you were still suppose to be "under" your minutes, (way under, as you had only just checked prior to making the call.) 4.They can and do basically whatever they wish and that is just fine and dandy. But let you make a request or a plea, and they say "no dice." they all need the whip cracked over their behinds as they are liken to sneaky and manipulative little children.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Kayla Deubois

